

DEPARTMENT OF MOTOR VEHICLES

PRIVACY PROTECTION OFFICE
P.O. BOX 932398 MS F127
SACRAMENTO, CA 94232-3280



[Customer address]

[date]

You are being sent the attached Notice regarding the disclosure of social security number information to another government agency, because state law requires that it be sent when there is an “unauthorized acquisition of computerized data that compromises . . . the confidentiality . . . of personal information.” The California Department of Motor Vehicles (DMV) considers the sharing of information regarding your social security number with a government entity that is not authorized to access it under the law to fall within this notice requirement.

Please note that the disclosure of this information by DMV did not involve hacking or sharing your information with private individuals or entities.

DMV has conducted a legal compliance review of all entities granted access to social security number information on file. DMV has corrected this error. We sent this letter and the attached notice to you based on having, in the past, shared your social security information in error.

If you have questions, you may contact the DMV Customer Communications Section at (916) 657-6560.

If you have questions related to obtaining immigration assistance, you may contact the California Department of Social Services Immigration Branch at (833) 685-0592 or visit <https://cdss.ca.gov/accessing-immigration-services> for a list of state funded nonprofit organizations that provide immigration assistance.

DMV is committed to promoting and protecting the privacy rights of individuals as enumerated in Article 1 of the California Constitution, the Information Practices Act of 1977, and other state and federal laws and deeply regrets that this information was shared with unauthorized government entities. Consistent with state and federal law, DMV is continuing to take steps, to further guard the privacy of its customers.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Albert Hwang'.

ALBERT C. HWANG, Chief Privacy Officer
Enterprise Risk Management Division

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[Customer address]

[date]

NOTICE OF DATA BREACH

The California Department of Motor Vehicles (DMV) provides this notice in accordance with California Civil Code section 1798.29. Please read the following information carefully.

What Happened

DMV has determined it improperly disclosed information regarding your social security account number to another government agency through the Government Requester Code Account Program. In August, DMV began a legal compliance review of all government requester code accounts granted access to social security number information on file with DMV. DMV has corrected the error.

Prior to DMV providing access, each government agency must indicate the purposes for which the agency requires access and must indicate the legal authority allowing the agency access to social security information. In this instance, DMV improperly allowed a small number of government agencies, including the Social Security Administration Office of the Inspector General, access to social security number information due to a misinterpretation of federal law.

In accordance with state and federal law, government agencies may obtain personal customer information on file with DMV through DMV's Government Requester Code Account Program. This program allows government agencies to access information on file with DMV, as required by state and federal law, including, but not limited to, name, address and driver's license number. The release of social security information to other government agencies by DMV is permitted only for limited purposes under state and federal law.

With respect to the Social Security Administration Office of the Inspector General, in some cases, DMV disclosed internal status information concerning social security number information. While DMV must verify social security numbers with the Social Security Administration when it issues driver's licenses, DMV has determined it is not necessary to provide internal status information to the Social Security Administration's Office of the Inspector General. **Please note that if the Social Security Administration is not listed below, your information was not improperly disclosed to the Social Security Administration.**

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What Information Was Involved

The DMV has determined the disclosure(s) of information in your record to the following government agency or agencies:

- [insert date] – [insert name of agency]

What We Are Doing

DMV conducted a legal compliance review of all government requester code accounts granted access to social security number information on file with DMV. DMV has corrected the error.

What You Can Do

In accordance with the requirements of California Civil Code subsection 1798.29(d)(2)(F), if you have concerns about any misuse of your social security information, you should consider contacting the following credit reporting agencies:

Experian

P.O. Box 19727
Irvine, CA 92623-9729
(888) 397-3742

Equifax

P.O. Box 740241
Atlanta, GA 30374
(800) 525-6285

TransUnion

P.O. Box 6790
Fullerton, CA 92834
(800) 680-7289

For concerns related to immigration status, please consult an immigration attorney. A list of state funded nonprofit organizations that provide immigration assistance is available at <https://cdss.ca.gov/accessing-immigration-services>.

For More Information

If you have questions, you may contact the DMV Customer Communications Section at (916) 657-6560, or for questions related to obtaining immigration assistance, the California Department of Social Services Immigration Branch at (833) 685-0592.

DMV is committed to promoting and protecting the privacy rights of individuals as enumerated in Article 1 of the California Constitution, the Information Practices Act of 1977, and other state and federal laws. If you want more information on how DMV protects or discloses the personal information it collects from you, please visit DMV's privacy policy webpage at <https://www.dmv.ca.gov/portal/dmv/dmvfooter2/privacypolicy>.